



## NEW YEAR, SAME PANDEMIC, CONTINUED COMMITMENT TO HEALTH & SAFETY

While the local vaccination effort offers hope, continued vigilance is still necessary as the COVID-19 pandemic enters a second year in the Yuba-Sutter area. As a sign of our ongoing efforts, the Yuba-Sutter Transit Board of Directors recently voted to join the American Public Transportation Association's (APTA) "Health and Safety Commitments Program". This program is the public transportation industry's overarching pledge to our passengers that public transit systems are taking the necessary measures to operate safely as the nation recovers from the COVID-19 pandemic.

The health and safety of our passengers and employees have always been top priorities for Yuba-Sutter Transit. Since the beginning of the pandemic, we have worked tirelessly with our service contractor, Storer Transit Systems, to keep everyone safe from infection by the coronavirus. By signing on to the "Health and Safety Commitments Program" with hundreds of public transit systems from across North America, we have again demonstrated our commitment to protect the health and safety of our riders and staff.

The APTA program was developed after asking transit users from across the country what measures would make them feel more confident riding public transportation amid concerns about COVID-19. From this research, the industry identified four key areas that transit systems need to address to earn riders' confidence:

- Following public health guidelines from official sources,
- Cleaning and disinfecting transit vehicles frequently and requiring face coverings and other protections,
- Keeping passengers informed, and
- Putting health first by requiring riders and employees to avoid public transit if they have been exposed to COVID-19 or feel ill.

By taking this industry pledge, Yuba-Sutter Transit is renewing our commitment to minimizing the continuing health and safety risks to our riders, our employees, and our community. Working together with our service contractor we will maintain and continuously evaluate the policies and practices that have been put in place for that purpose.

Included among these are protective driver barriers on buses; daily fogging of buses with disinfectant; frequent cleaning of high touch areas; personal protection equipment for staff; on-board passenger capacity limits; encouraging the use of face coverings for passengers; free mask dispensers on local fixed route buses; and policy and procedural changes on our buses and in our facility that are adjusted over time as conditions warrant.

It must be noted that a key component of the "Health and Safety Commitments Program" is the shared responsibility of employees and riders alike to follow the guidelines that have been put in place for our mutual protection. Our riders rely on us to follow these commitments, and we rely on our riders to protect themselves and other customers by doing the same.

For more information on our pandemic response, check out the COVID-19 page on our website at [www.yubasuttertransit.com](http://www.yubasuttertransit.com), email us at [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com) or call our Administration Office at (530) 634-6880.



## HOLIDAY SERVICE NOTES

Yuba-Sutter Transit will not be in service and the administrative office will be closed on **Monday, February 15<sup>th</sup>** in observance of **President's Day**. However, all service will operate as scheduled on **Friday, February 12<sup>th</sup>** when some will be observing **Abraham Lincoln's Birthday**.

And don't forget that **Valentine's Day** is just around the corner as well on **Sunday, February 14<sup>th</sup>**. Wouldn't it be a great gift for your transit riding friends or loved ones to load a monthly pass or some cash value on their Connect Card? All you need is their card number!

Call (530) 634-6880 for more information.

# COMMON FARE ISSUES & USEFUL CONNECT CARD REMINDERS

The following fare payment and Connect Card tips are provided to speed passenger boardings, reduce conflicts and minimize your cost to ride the bus.

**1. A monthly pass is valid only during the calendar month for which it is purchased (plus a one-day grace period on the first calendar day of the next month).** The one-day grace period only applies if the first calendar day is an actual service day. Otherwise, the applicable cash fare must be paid upon boarding without exception.

**2. Be prepared to board the bus before it arrives.** Have your exact cash fare, tickets, or valid Connect Card (and/or any applicable identification for discount fares) ready for payment or driver inspection every time you board even if you know the driver personally and ride their bus four times a day – others are watching!

**3. Do not ask the driver or other passengers for change or to pay for your fare.** If you do pay more than the exact value for your fare even if by accident, you will not be reimbursed.

**4. Unfold paper currency and tickets completely before you insert them into the farebox.** Currency and tickets must be intact or they are unacceptable. Do not attempt to board with altered or counterfeit currency or tickets as local law enforcement personnel will be summoned.

**5. We only accept United States currency.**

**6. We do not issue transfers but using a Connect Card to pay the cash fare on any local fixed route bus automatically activates the daily cash fare cap provision of the electronic fare card system.** As a result, the most you will pay each day is just two local fares because all taps thereafter that day are free of charge. The daily cap is tracked only on the local fixed route system and only for the first fare paid with each boarding, so everyone needs their own Connect Card.

**7. Allow up to 48 hours for any on-line Connect Card purchase to appear on your card.** Your paper receipt, screen shot or print-out will not be accepted as proof of payment. If time is critical, in-person purchases made at any Connect Card outlet are loaded instantly, but only if the card is present.

**8. Due to the COVID-19 pandemic, most Connect Card sales outlets are closed so check the list for current locations.**

**9. When purchasing a pass at an outlet, be sure to use the correct language so your card is loaded properly.** If you want a disabled monthly pass, ask for “a disabled monthly pass for the month of \_\_\_\_”. If you simply ask for \$5 on your card when you really want a discount monthly pass, the attendant may load \$5 in cash value instead. Even then, **check your receipt before you leave the outlet** to ensure that your card has been loaded properly.

**10. To eliminate last-minute scrambles to load a new pass or add cash value, regular passengers should consider using the “Auto-Load” feature.** If you are not comfortable with that for any reason, maintaining a small cash balance on your card for such occasions will make sure that the bus does not leave the stop without you.

**11. Check your cash balance every time you board the bus.** When you tap your Connect Card to pay your fare, your remaining cash balance is displayed on the tap device screen. If your cash balance is less than your fare, you will be required to pay your entire fare in cash so make it a practice to check your cash balance each time you board.

**12. Register your card.** If your card is lost or stolen, the remaining cash balance or any monthly passes on that card can be transferred to another card, but only if it has been registered. Discount photo ID Connect Cards are registered when they are issued, but general-public cards must be registered to activate this cost-saving feature

**13. Take care of your card.** Do not bend, twist, wash or punch holes in your card. If the internal electronics of your card stop working, it can no longer be read by the card reader on the bus and you will have to pay your fare in cash until you get a replacement card. Replacement cards cost \$5, but any unused cash value or monthly passes can be transferred to your new card – only if it has been registered.

If you have a unique situation or circumstance that requires special consideration, please call the Administration Office at (530) 634-6880 or email us at [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com) with any questions **before** you attempt to board the bus.

## CONNECT CARD SALES OUTLETS

Connect Cards can be loaded on-line on the Connect Card website or at the following local sales outlets. **Please note that due to COVID-19 both the Sutter and Yuba County Libraries remain closed to the public and that the Yuba College Bookstore is currently open by appointment only.** Cards can hold up to \$360 in cash value and/or up to three months of passes. Check with each location for current business hours as they may change without notice.

- **Yuba College Bookstore – Linda (530) 741-6998**  
**THIS OUTLET IS CURRENTLY OPEN BY APPOINTMENT ONLY**  
[Cash, Check, Credit or Debit]
- **Yuba-Sutter Transit Office – Marysville (530) 634-6880**  
[Cash, Check, Credit or Debit]
- **Connect Card Website – [www.ConnectTransitCard.com](http://www.ConnectTransitCard.com)**  
[Credit or Debit / Auto-Load]

New full fare Connect Cards are available from any sales outlet, but new and replacement discount photo ID Connect Cards are only available during normal weekday business hours at the Yuba-Sutter Transit office in Marysville.

Call (530) 634-6880 for more information.

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**Yuba-Sutter Transit**  
2100 B Street  
Marysville, CA 95901  
Administration: (530) 634-6880  
FAX: (530) 634-6888

**Service Information: (530) 742-2877 / TTY 634-6889**  
**Web Site: [www.yubasuttertransit.com](http://www.yubasuttertransit.com)**  
**Connect Card: [www.connecttransitcard.com](http://www.connecttransitcard.com)**  
**General Comments/Questions: [info@yubasuttertransit.com](mailto:info@yubasuttertransit.com)**